1	2	3
6.	Bahraich	1165
7.	Barabanki	1039
8.	Deoria	2153
9.	Padrauna	Newly created district
10.	Etawah	629
11.	Faizabad	1256
12.	Ambedkarnagar	Newly created district
13.	Farukhabad	609
14.	Fatehpur	773
15.	Gorakhpur	949
16.	Gonda	1630
17.	Gazipur	946
18.	Hardoi	1185
19.	Hamirpur	381
20.	Mahoba	Newly created district
21.	Jaunpur	1435
22.	Jhansi	245
23.	Jalaun	347
24.	Kanpur City	35
25.	Kanpur Dehat	736
26.	Lucknow	41
27.	Lakhimpur	746
28.	Lalitpur	293
29.	Mainpuri	336
30.	Mirzapur	647
31.	Mau	221
32.	Maharajganj	1180
33.	Pratapgarh	1276
34.	Raibareilly	904
35.	Sultanpur	1084
36.	Sitapur	1060
37.	Shahjahanpur	1052
38.	Siddharth Nagar	1275
39.	Sonbhadra	399
40.	Unnao	791
41.	Varanasi	1339
42.	Bhadoi	Newly created district
43.	Ferozabad	296
	Total	34319

[English]

Modernisation/Expansion of MTNL, Delhi

3071. DR. C. SILVERA :
SHRI SATYA DEO SINGH :

Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether MTNL, Delhi has been concentrating on accelerating the pace of modernisation and expansion;

(b) if so, progress made in each service as on November 20, 1996;

(c) whether MTNL has also been emphasising on consolidation of growth, enhancing customer access, increasing customer convenience and bringing about greater customer satisfaction;

(d) if so, the details thereof alongwith steps taken in this regard field-wise;

(e) whether Fault Repair Service and Voice Mail Fault Repair Services has been computerised in all exchanges of Delhi;

(f) if so, the details thereof with criteria to avail of these services;

(g) whether the Government also propose to introduce above system in other cities of the country, and

(h) if so, the details thereof?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) Yes Sir.

(b) The details are as per enclosed statement-I

(c) Yes Sir.

(d) As per Statement-II attached.

(e) Fault Repair Services of All major exchanges of MTNL, Delhi have been computerised and Voice Mail Fault Repair Service has been introduced in all exchanges of Delhi.

(f) These services are available to all the customers.

(g) and (h). Yes, Sir. Depending upon the local requirements, technical feasibility and availability of equipments, these systems are being introduced progressively in all the major centres.

STATEMENT-I

Details of Modernisation and Expansion of Telecom Services

(i) *Upgradation of technology.*

All electro-machanical strowger type and Penta-Conta Cross Bar type exchanges have been replaced by Modern electronic exchanges.

At present 91.65% exchange capacity is electronic.

98% of the junctions between exchanges are of digital type including optical fibre cables.

A modern state-of-the art digital trunk Automatic exchange of 25000 lines has been commissioned.

Directory Enquiry Computerised.

Fault repair systems of all major exchanges computerised.

(ii) *Development*

Equipped capacity of telephone exchanges increased from 3.36 lakhs lines (as on 1-4-86) to about 14.37 lakhs lines (31-10-96).

(iii) *New Services*

A number of non voice services like data, video conferencing etc. have been introduced through an integrated services Digital Network (ISDN). Internet connectivity is also available. A dedicated data communication network called INET has already been commissioned and is being expanded further (Phase II).

STATEMENT-II

Customer Friendly Steps

Commercial

1. Commercial activities have been fully decentralised. On line booking for registration of new telephones in addition to all area CSCS (except Trans Yamuna) available at Laxmi nagar, Dilshad Garden, Mayur Vihar, Yamuna Vihar, Shahadra, Shakti Nagar & Okhla.
2. Auto com Service for delivery of forms on fax has been made operational.
3. Direct indialling group EPABX by 25 parties has been made operational.
4. Registration fee for booking of new telephone connection now accepted by cheque.

Billing

1. Bill collections centres increased from 111 to 161.
2. Duplicate bills of any telephone No. available from all CSCs and Jorbagh, Laxmi Nagar, Shakti Nagar, Hauz Khas & Janakpuri CSCs.
3. Billing information service is available on telephone No. 6226600.
4. Details of STD/ISD as annexure to the main bill has been introduced, thus reducing the size of the bill.
5. Separate post box numbers allotted to each area for receipt of payment of telephone bills sent by post.
6. Fresh thrust has been given for revolving accounts by increasing the rate of interest on voluntary deposits to 12% per annum.
7. Mobile Vans Made Operational For Bill collections and distribution of various forms covering 87 localities in far flung areas.

Customer Convenience

1. Customer Service Centres have been remodelled at Bhikaji Cama Place, Nehru Place, Shakti Nagar & Khurshid Lal Bhawan.
2. Single window concept introduced in South-I & South-II.
3. Night Emergency Help Service introduced.
4. Generic Numbering Scheme introduced.

Special Services

1. Directory enquiry service 197 upgraded with a new computer and the service has been decentralised to give better performance.
2. Automatic changed nunber announcement service using Interactive voice Response System introduced in August, 1995.
3. On line Directory Enquiry Service for Bombay, Calcutta, Madras, Bangalore & Hyderabad introduced.
4. On Line Directory Enquiry Service has been made available for those telephone user who are having a P.C. connected to PSTN through a modem with communication software.
5. New STD/ISD Information Service (182) has been started. Information regarding codes, metering pulse rates and status/failure of STD/ISD can be obtained.

Fault Repair Service

1. Fault Repair Services of all major exchanges have been computerised and in addition automatic line testing introduced at Kidwai Bhawan, Sena Bhawan, Delhi Gate, Idgah, Okhla, Karol Bagh, Rajouri Garden & Hari Nagar.
2. Voice Mail Fault Repair Service Numbering scheme rationalised (easy to remember).

Other Steps

1. Strict norms laid down and close monitoring being done for shifting and/repair of phones.
2. Licence fee for cordless phones and two line telephone as attachment has been withdrawn.
3. Licence fee for FAX has been reduced.